

# Kofax Analytics for Capture

## Release Notes

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## Chapter 1

# About This Release

The release notes contain late-breaking information about Kofax Analytics for Capture. Please read this document carefully, as it contains information that is not available in other documentation.

## Version Information

This Kofax Analytics for Capture product is identified by build number 1.2.1.0.0.594, which is listed in the About window on the Kofax Analytics for Capture dashboard.

## Content Change

The following update was made to the *Kofax Analytics for Capture 1.2.1 Release Notes* since the document was initially published in 2015. No other changes were made.

Release Notes Revision Date	Description
June 16, 2016	Added the "Important Installation Notice" section.

## Important Installation Notice

If your organization has made any modifications to the Kofax Analytics for Capture database schemas (such as changes to data types or maximum data lengths), the modifications must be reversed before you proceed with the installation of this service pack. Otherwise, the modifications will cause the Kofax Analytics for Capture service pack installer to fail.

## System Requirements

The primary source of information about Kofax Analytics for Capture requirements and dependencies on other products, including Kofax Capture and Kofax Transformation Modules, is the *Cross Product Compatibility Matrix*, which is available on the Kofax website at [www.kofax.com](http://www.kofax.com). The matrix is updated regularly, and we recommend that you review it carefully to ensure success with your Kofax Analytics for Capture product.



## Event Listener Performance Note

In the "Event Listener Server" section of the *Administrator's Guide*, the sample guidelines are based on a workload supported by two Event Listeners that each handle 200 batches per minute. The guidelines still apply to Kofax Analytics for Capture 1.2.1.

However, if your environment requires each Event Listener to handle an extremely high number of batches (such as 400 per minute), you may have determined that four instances of the Event Listener are appropriate. In such an environment, we strongly recommend that you add a node to the load balancer to increase the number of Event Listeners to five prior to the upgrade to sustain the expected level of performance.

## New Features

This section describes features introduced to the product since Kofax Analytics for Capture 1.2.0.

- [New Features in Kofax Analytics for Capture 1.2.1](#)
- [New Features in Kofax Analytics for Capture 1.2.0.2](#)
- [New Features in Kofax Analytics for Capture 1.2.0.1](#)

### New Features in Kofax Analytics for Capture 1.2.1

This section lists the features introduced in Kofax Analytics for Capture 1.2.1.

#### Workflow Agent Enhancements

##### Kofax Capture, Kofax Transformation Modules Version Check

When you install the Workflow Agent, it performs a check to determine if the required versions of Kofax Capture and Kofax Transformation Modules are installed. If not, a notification informs you that the installation cannot proceed until an upgrade is performed.

For details about the Kofax Capture and Kofax Transformation Modules versions supported for use with the new Workflow Agent, along with important upgrade considerations, see "Install the Workflow Agent" in the *Administrator's Guide*.

#### Updates Take Effect Immediately

The following changes related to the Workflow Agent take effect as soon as you save them:

- Updates to KA4CConfig.xml, the Workflow Agent configuration file. In a KCNS environment, the Workflow Agent sends the updated configuration file to remote sites when synchronization occurs.
- Updates made on the Kofax Capture Analytics tab to configure the Workflow Agent.

In previous releases, these changes did not go into effect until the affected batch class was published in Kofax Capture.

## Session Data Reported for All Batches

The Workflow Agent sends field values for all Kofax Capture batches to the Event Listener, whether or not they contain documents. If a batch consists of loose pages only, the Workflow Agent sends values for the Kofax Capture batch fields. In earlier product releases, the Workflow Agent did not send field values if a batch consisted of loose pages rather than documents.

## Configure Fields to Send to Event Listener

You can configure which Kofax Capture fields to send to the Event Listener. By default, all fields are sent; you can improve performance significantly by selectively excluding fields on a per batch class basis. For details, see "Configure the Workflow Agent" in the *Administrator's Guide*.

## Dashboard Enhancements

### Max Time by Module Chart Improved

On the Trending and Stats view, you can click a batch on the Max Time by Module chart to display the maximum waiting time (in seconds) for the selected module and time period. See "Trending and Stats" in the *Administrator's Guide*.

### Separations View Enhancements

The Separations view improvements include:

- Classified Type Changes bar chart format that is visually appealing and easy to interpret.
- Ability to drill down on Page Separation grid to view more detailed information, including events related to split and merged documents. Grid items groupings are color-coded.

### Filter Field Added to Field Extraction Benchmark

You can filter the Field Extraction Benchmark view by a particular field value, or as in previous releases, by document class. The administrator defines the Filter Field for the Field Extraction Benchmark by selecting Admin > Special Fields on the dashboard. For details, see "Manage Special Fields" and "Field Extraction Benchmark" in the *Administrator's Guide*.

### Ability to Clear System Information

On the dashboard, you can use the Clear button to remove outdated information from the Admin > Systems list, which includes all workstations that have sent session data to the Event Listener. For details, see "View System Information" in the *Administrator's Guide*.

## Insight Studio Enhancement

The project data source has two new properties that can be used to retry a database connection after a failure. To locate the properties, start Insight Studio and navigate to **Data sources > Data DB > Property panel > Other**.

- **Time between tries:** Sets the time in milliseconds to wait before attempting to reconnect to the data source after a failed connection.
- **Tries count:** Sets the maximum number of attempts to connect to the data source after a failed connection. The default setting is 10 tries. If you prefer to prevent any attempt to connect again after an initial connection failure, change the setting to 1.

## New Features in Kofax Analytics for Capture 1.2.0.2

This section lists the features introduced in Kofax Analytics for Capture 1.2.0.2.

### Ability to Set Start Time for Alerts

When configuring alerts in Insight Studio, you can set the time for the "Starting from" value.

### Event Listener Enhancements

For more information about the enhancements to the Event Listener, see "Install the Event Listener" in the *Administrator's Guide*.

### Multiple IIS Website Setup During Event Listener Installation

You can specify multiple IIS websites to run on a single IIS server during Event Listener installation.

### Support for Multiple Event Listeners on Same Server

You can install multiple Event Listeners on the same web server, or across multiple web servers. The Event Listener installer supports selection of websites for multiple Listeners on the same web server. Note that the websites must be preconfigured before you install the Event Listener. With multiple Listeners, a load balancer is required, because the Event Sender (Workflow Agent) is configurable only with a single URL.

### Ability to Test Oracle ODP Connection for Event Listener

During the Event Listener installation, you can test the Oracle ODP connections on the Databases tab. In previous versions, it was not possible to use the Databases tab to test connections to Oracle.

### Updated Classification Versus Review Report

An enhanced version of the Classification Versus Review report is available from the Reports tab on the dashboard.

**Note** To continue with the original report that was available in earlier versions of Kofax Analytics for Capture, use Insight Studio to edit the Main menu component so that it refers to "Classification versus Review (Deprecated)."

## New Features in Kofax Analytics for Capture 1.2.0.1

This section lists the features introduced in Kofax Analytics for Capture 1.2.0.1.

### Ability to Filter Out Field Values

You can filter out certain field values to prevent unexpected results on dashboard views and charts that include extraction data.

Use KA4CConfig.xml to create a list of field values that are ignored by the Workflow Agent. As a result, the values are not sent to the Event Listener or reflected in the dashboard views and charts. This

approach may be useful if you have special-purpose values that are intentionally assigned to fields that are empty after processing in the Validation queue. For example, you can use the IgnoreFieldValue switch to ignore any field with a value of MY\_BLANK or MY\_BLANK2.

For implementation details, see the "Configuration File" chapter in the *Administrator's Guide*.

## Ability to Manage Size of Data Database

Use ExcludedFieldName in the KA4CConfig.xml to create a global list of field names to exclude when the Workflow Agent sends data to the Event Listener.

**Note** The ExcludedFieldName element is deprecated (yet still available for use with earlier versions of the Workflow Agent). Effective with Kofax Analytics for Capture 1.2.1, you can selectively exclude field names sent by the Workflow Agent on a per batch class basis (instead of globally) using the Configure Kofax Analytics for Capture function in Kofax Capture. See "Configure the Workflow Agent" in the *Administrator's Guide*.

As a result, the size of the Data database is kept to a minimum. Otherwise, the Data database size could increase excessively, due to large numbers of internal fields or system fields that are not needed for metrics. For example, you can use the ExcludedFieldName switch to exclude a field named "Site ID" across all batch classes, document classes, or folder classes.

For implementation details, see the "Configuration File" chapter in the *Administrator's Guide*.

## Switch Turns Off Workflow Agent

If all Event Listeners are stopped, performance degradation may occur in Kofax Capture.

In the unlikely event that all Event Listeners are shut down, Kofax Capture caches session data each time a module is closed, which could lead to Kofax Capture performance issues. You can prevent this situation by globally turning off the Workflow Agent without having to update and republish the batch classes individually. Turn the Workflow Agent on or off using the "DisableWFA" switch element in KA4CConfig.xml.

For implementation details, see the Configuration File chapter in the *Kofax Analytics for Capture Administrator's Guide*.

## Changes in Behavior

This section describes product behavior that has changed since Kofax Analytics for Capture 1.2.0. For more information, see the *Administrator's Guide*.

### Improved Performance for Document Search

The time it takes to produce results for a Document Search is significantly improved.

In earlier versions, the Document Search appeared to stall if a very high number of records existed. To prevent this problem, the calculation for the number of records has changed. As a result, the total number of rows no longer appears until all search results are retrieved.

Also, on the Document Search window, the search field "Name" is now called "Field Name" to prevent confusion.

## Batch Timeout Handling Changed

A timeout event occurs if a batch remains in the queue for more than 30 days without being processed. In previous product versions, batch timeouts were represented throughout the dashboard, which was misleading for views such as Trending and Stats. Effective with this version of Kofax Analytics for Capture, batch timeouts are suppressed from most dashboard views. You can continue to use the Batch Overview - Event History to track timeout events.

## Event Listener Log Files Renamed

The file extension for the Event Listener log files in the Temp folder now has a numeric format. This change is intended to ensure that the number of retained log files does not become excessive; the 10 most recent log files are retained and older logs are discarded automatically.

Starting with .0, the log file extension numbering is incremented by 1 each time a log file is created. The following examples show the initial extension for each log file:

- KAFC\_listener.log.0
- KAFC\_listener\_Core.log.0
- KAFC\_listener\_InsightDataDB.log.0

These log files do not open by default in a standard text editor such as Notepad; you must specify which editor to use.

## Event Added to Batch History Overview

The "Document is merged" event was added to the Batch History Overview to differentiate merged documents from deleted documents.

## Merged Field Added to Document Overview

The Document Overview includes a new Merged field, which is set to True if a document merge occurs. Also, the order of fields changed on the Document Overview.

## Global Date and Time Filters Affect Operations Views

The Operations - Overview and Breakdown views no longer include a "Created less than: N days" filter that excludes data for batches older than the specified number of days. The data on these views reflects the date and time selected with the global filters.

## Classification View - Document Details

On the Classification - Document Details screen, the outcome of Merged or Split is now available in the Outcome column. Also, you can filter the results to list only Classified or Reclassified documents; or to list only Merge or Split documents.

## Change to Unfiltered Historic Queue Chart

On the Operations - Overview, on the Historic Queue chart, the drill-down now reflects monthly increments if a filter is not selected. In previous releases, the drill-down reflected three-month increments, which were more challenging to interpret.

## Reclassified Document Types Report Adjustments

On the Reclassified Document Types report, changes were made to the following labels:

- Class column: Renamed to Final Doc Type
- Class Previous column: Renamed to Initial Doc Type
- Document Type filter label: Renamed to Final Document Type

## Changes to Records and Metrics

This section describes changes to the records and metrics since version 1.2.0. For a complete listing and description of the records and metrics used in Kofax Analytics for Capture, see the "Records and Metrics" section of the *Administrator's Guide*.

### **New Metrics**

- Avg Documents per Batch
- Separated Page Count
- Current Queue Original Site

### **Metrics Removed**

- Module Batch Waiting Seconds
- Hourly Queue 2
- Count of Finished Field Documents

### **Metric Renamed**

The following metric is renamed:

- Count of Sessions over Target (originally named Count of User Sessions Over Target)

### **Deprecated Metrics Restored**

The following metrics, which were deprecated in an earlier version of the product, are restored:

- Count of Batch Splits
- Count of Finished Batches (now renamed to Count of Batches Finished). If applicable, update any existing custom views to reflect the new name.

### **New Records**

- Document Field
- Separated Page

## Minimum Number of Days Reduced for Field Data Retention

When manually deleting field data, you specify how many days of data to retain. The minimum number of days (and the default) is now reduced to 7, instead of 30.

For example, if you delete field data older than 7 days, any field data that is 8 days or older is deleted. The calculation is based on the date a record is received by the Event Listener.

## Improved Auto Refresh

The Auto Refresh for grids has been improved so it does not occur unexpectedly, before the selected records appear on the dashboard. In earlier releases, the Auto Refresh sometimes cleared records from a grid before you had a chance to view them.

## Admin Tab Reorganized

On the Kofax Analytics for Capture dashboard, the settings on the Admin tab are organized into four categories:

- Data Processing
- Alerts
- Special Fields
- Systems

## Unused Elements Removed from Configuration File

The following unused elements are now removed from KA4CConfig.xml, the Workflow Agent configuration file:

- BatchAuthentication
- BatchAuthenticationPassword
- BatchAuthenticationUser

## Installation Notes

This section lists important installation and upgrade notes.

### .NET Framework

When using .NET Framework 4.5.1, be aware of the following:

- If you are installing .NET 4.5.1 and ASP.NET 4.5 on Windows 2012 or Windows 8, ASP.NET may not register correctly with IIS. Use the following command to ensure success:  

```
dism /online /enable-feature /featurename:IIS-ASPNET45
```
- When installing .NET 4.5.1, be sure to select HTTP Activation, which is not selected by default. Without HTTP Activation, the following error occurs when you attempt to test the connection for the Event Sender:

The remote server returned an unexpected response: (405) Method Not Allowed.

## Administrator Must Run Event Sender Installer

If you attempt to run the Event Sender installer without Administrator rights, the installation fails with an error similar to the following (119031):

```
Kofax Analytics 1.1 for Capture - Workflow Agent -- Error 1722.  
There is a problem with this Windows Installer package. A program  
run as part of the setup did not finish as expected. Contact your  
support personnel or package vendor. Action Register, location:  
C:\Program Files (x86)\Kofax\CaptureSS\ServLib\Bin\, command: cmd  
/c RegAscCM.exe /f Kofax.Analytics.Capture.WorkflowAgent.AEX
```

**Workaround:** Use "Run as Administrator" to perform the Event Sender installation.

## Test Connection Error During Event Sender Configuration

The following error may occur when you click Test Connection while configuring the Event Sender in the Administration module (292577):

```
HTTP request was forbidden with client authentication scheme
```

The issue may be caused if the .NET Framework was installed before you enabled IIS.

You can prevent the issue by manually registering .NET in IIS, as in the following example.

```
C:\Windows\Microsoft.NET\Framework\v4.0.30319\aspnet_regiis.exe -i
```

## Registry Key Prevents Successful Installation

If you are upgrading to Kofax Analytics for Capture from a previous version, the Altosoft Insight 5.1.1 installation may fail if a registry key remains in place after you remove an earlier version of Altosoft Insight (553187):

```
HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Altosoft
```

**Workaround:** Delete the registry key and restart the Altosoft Insight installation.

## Misleading Log Entry

After installing Altosoft Insight 5.1.1, you may notice the following error in the log file (558976):

```
[1] ERROR  
AltoSoft.Insight.DataBaseManager.DatabaseConnectionSettings.BaseSqlConnectionSettings  
- Can not find database name in connection string.
```

This installation log entry does not indicate a valid error, and you can safely ignore it.

## Configuring Region and Language Settings

Use the Altosoft settings, instead of the Region and Language settings on the client workstation, to manage the date and time format that appears on the Kofax Analytics for Capture dashboard. (100195)

1. Navigate to **Altosoft > Administration > Themes and Formats**.



2. On the navigation panel, click **Date formats**.
3. On the list of formats, select **Europe** or **US**, as applicable.  
The locale should be associated with the Kofax theme.
4. In the Locale field, select the locale associated with the date and time format to apply, and select **Is default**.
5. Expand the Named Formats or Breakdown sections to update and save the date format details to suit your preferences.
6. On the toolbar, click **Save**.
7. Close **Themes and Formats**.
8. On the menu, click **Admin**.  
The Insight Admin tool appears.
9. On the navigation panel, click **Roles**.
10. Select the role to associate with the Kofax theme, which uses the newly updated date and time format settings.
11. If applicable, assign the same theme to other roles.
12. Close **Insight Administration**.
13. Navigate to **Altosoft > Administration > Viewer**.
14. Verify the date format in the upper right corner of the Viewer.

## Chapter 2

# Resolved Issues

This section lists previously reported issues that are resolved when you install Kofax Analytics for Capture 1.2.1.

- [Issues Resolved in Kofax Analytics for Capture 1.2.1](#)
- [Issue Resolved in Kofax Analytics for Capture 1.2.0.2 R2](#)
- [Issues Resolved in Kofax Analytics for Capture 1.2.0.2](#)
- [Issues Resolved in Kofax Analytics for Capture 1.2.0.1](#)

Each Kofax Analytics for Capture product release is cumulative and includes the resolved issues from the earlier releases.

## Issues Resolved in Kofax Analytics for Capture 1.2.1

This section lists the issues that are resolved in Kofax Analytics for Capture 1.2.1.

### Batch Event Was Redundant

On the Batch Events list, a "Field value is changed" event was included for a Classification Result. The event was redundant, because a "Document is re-classified" event was already listed to refer to the same changes. (662068)

### Field Change Details Failed to Display from Extraction View

On the Extraction view, if you clicked a field on the Field Statistics list to display field change details, they failed to appear. (662066, 649367)

### Classification Grid Confusing

On the Classification - Doc Class Statistics grid, the list of initial doc types also included final doc types. The same problem existed for the expandable rows on the grid. (657210)

### Undefined Items Listed on Field Extraction Benchmark

On the Field Extraction Benchmark, batch fields were represented as Undefined, which was not meaningful. The items are now labeled as *Batch Field*. (654828)

### Reclassifications Not Grouped on Report

On the Reclassified Document Types report, the reclassifications were not organized. They are now grouped by batch name and date. (652834)

## Classification View Improvements

The following issues existed for the Classification view:

- The Doc Details pop-up for the Classification view was difficult to read because the items were not organized. They are now grouped by batch name and date. (652833)
- The same column heading (Doc Type) was applied to both Initial Doc Type and Final Doc Type. Distinct column headings are now available for Initial Doc Type and Final Doc Type. (640383)

## Classification Versus Review Report Failed

Attempts to view the Classification versus Review report appeared to fail, and the report was not populated with data. (651751)

## Machine Name Listed Twice on Systems List

On the list of workstations on the Admin tab on the dashboard, some machine names were listed twice; one instance was spelled slightly differently than the other. (650564)

## Column Heading Not Accurate

On the Current Batch History, the column heading for Status was mistakenly labeled as *State*. (649479)

## Batch Name Spelling Inconsistent

On the Details for Module pop-up window, the label *Batch Name* was also spelled as *BatchName*. (649477)

## Encryption for Username, Password, Reserved Elements Undocumented

The chapter on the Workflow Agent configuration file in the Administrator's Guide did not describe the encryption used for the Username, Password, and Reserved elements. (649396)

## Minimum, Default Values Not Documented for RequestTimeoutSeconds

The minimum and default values were not documented for RequestTimeoutSeconds in the Workflow Agent configuration file in the *Administrator's Guide*. (649337, 646823)

## Updated User Name Not Displayed

When names for linked users were updated in Kofax Capture, they were not reflected on the Kofax Analytics for Capture dashboard. (649334)

## Configuration File Setting Ignored

The remote site continued to communicate with the Event Listener even if the value for `<DisableSendingFromRemoteSite>` was set to *true* in KA4CConfig.xml. (648858)

## Event Listener Did Not Install Properly with HTTPS

The Event Listener did not install properly with HTTPS to an HTTPS bound website. The web.config file was not correct and attempts to use the Listener Service failed with an error. (648229)

## Event Listener Log Issue Caused by log4net

Due to a problem in the log4net version used with Kofax Analytics for Capture, the Event Listener log file limit was not enforced. To address the issue, the log file extension was changed to ensure that the number of retained log files does not become excessive. See [Event Listener Log Files Renamed](#). (643949)

## Batch.CreationDateTime Not Converted to UTC

The Workflow Agent was not converting Batch.CreationDateTime from local time to UTC format. (643748)

## Field Name Spelling Caused Duplicate Field Dictionary Entries

If a duplicate field name was created as the result of a capitalization inconsistency, it produced duplicate field dictionary entries instead of resolving the issue. For example, this issue occurred if a field was spelled as TestId2 and also as TestID2. (641399)

## Original Batch Creation Site Missing from Breakdowns by Origin Chart

For batches that were transferred from a remote site to the central site, the Breakdowns by Origin chart did not list the site where the batches were created. After the transfer, the central site was listed as the original batch creation site. (641352)

## Scheduler Configuration Setting Not Saved

If you used Insight Studio to update the "Scheduler configuration - Loader host" value, the change did not persist after you clicked OK to save it. (641335)

## Export Server Not Listed on Batch Search Results

On the Batch Search results list, the StationID for the module preceding Export was listed, instead of the actual StationID associated with the Export event. (635792)

## Record Alert with Boolean Field Did Not Open

If you created a record alert based on a record containing a boolean field, the alert message could not be opened. (635004)

## Extraction Views Included Classification Result Values

Classification Result values were included by mistake on the Field Extraction Benchmark and other views. (634781)

## Event Listeners Unable to Process Some Sessions

In an environment where a load balancer was used with four instances of the Event Listener, some sessions sent from the Workflow Agent were not processed successfully. When attempts were made to reprocess the failed sessions, the errors did not appear in the error log. (631450)

## Merged, Deleted Documents Inherited Attributes from Previous Session

When a KTM Doc review was performed, Merged and Deleted events were showing as the KTM Service account rather than the logged-in Capture Active Directory account. (629675)

## Field Label Caused Confusion

On the Document Search window, the search field "Name" caused confusion because it was too vague; the field is now renamed to "Field Name." (626415)

## Workflow Agent MSI Accessed CaptureSV Network Share

When installing or uninstalling the Workflow Agent on a workstation, the following folder should not have been accessed and modified (626165):

```
[CaptureSV ServerFiles]\<Customization Deployment folder>  
\KofaxAnalyticsForCaptureWorkflowAgent
```

## DayOfWeek and HourOfDay Fields Calculated in UTC Time

The DayOfWeek and HourOfDay fields were calculated in UTC time, which was inconsistent with the time used by the Insight database server. (626051)

## Fields Finished Metric Calculation in Nightly Plan Caused Timeout

Inclusion of the calculation of the Fields Finished metric in the Nightly Plan caused a timeout; the Nightly Plan no longer calculates this metric. (626041)

## Issues After Oracle Database Password Expiration Warning Appeared

When Oracle database user account passwords are about to expire, a warning is issued each time you log in. In this situation, you are no longer prevented from creating a new project during the Kofax Analytics for Capture installation process. (626033)

## Classification Versus Review Report Issues

Several issues existed with the Classification Versus Review report:

- Split and reclassified documents did not display correctly. (625228)
- After a document class was changed multiple times from different modules, the classification results were incorrect. (625227)
- Classification information was not accurate after documents were reclassified and split. (625226)
- Confidence was not accurate for split documents.(625224)

- Original classification results were not included. (625222)
- Documents that were unclassified by KTM Server were listed as classified. (624585)

## Grid Records Cleared Unexpectedly

If you selected items on a grid on the dashboard, they sometimes cleared unexpectedly before you had a chance to view them. (624229)

## Wrong Server Listed on Deleted Pages and Batches View

On the Deleted Pages and Batches view, the wrong server sometimes appeared on the list of deleted pages. (623788)

## Batch Fields Not Included on Extraction View

Kofax Capture Batch level fields that were originally KTM folder fields prior to synchronization were not reflected on the Fields Statistics list on the Extraction view. (623784)

## Inaccuracy on Field Extraction Benchmark

Fields appeared as Correct, even though they had not been processed after extraction. (621041)

## Batches Orphaned at Remote Site

In a KCNS environment, some batches were orphaned at a remote site after they were downloaded from an alternate central site. (619506)

## Next Module Status Reported as Completed Instead of Ready

After batches were processed and closed in a module, the status for the next module in the workflow was mistakenly reported as Completed, instead of Ready. (619465)

## Operator Data Not Accurate on Labor - Batch Overview

If two similar operator IDs exceeded the maximum length, they were truncated. If the operator IDs matched one another after the truncation, the associated data was mistakenly combined under a single ID and listed on the Labor - Batch Overview. (619313)

## Installation Path Not Validated for Event Listener

If a typographical error existed in the path specified for the Event Listener installation, the path was not validated. As a result, the installation was mistakenly reported as successful, even though the invalid path prevented data from appearing on the dashboard. (612419)

## Wrong Indicator Applied to Error Batches

Some batches with an error status were displayed on the dashboard with the wrong color code (green instead of red). (609766)

## Misleading Data Due to Batch Timeouts

Batch timeouts represented on the dashboard created a misleading impression for views such as Trending and Stats. As a result, batch timeouts are now handled differently; see [Batch Timeout Handling Changed](#). (609621)

## Document ID Unclear for Field Value Changes on Batch Events List

On the Batch Events list, the Document ID associated with field value changes was not listed. (607847)

## Date Filter Conflict with Batch Class Filter

On the Operations - Overview and Breakdown views, the date filter was not applied unless the batch class filter was changed. The filtering for these views has changed. See [Global Date and Time Filters Affect Operations Views](#). (606213)

## Field Extraction Benchmark: Document Total Inconsistent with Charts

On the Field Extraction Benchmark view, the Document Count value was not consistent with the documents shown on the pie chart and graphs. (595317)

## Export Date and Time Not Always Accurate

If the time zone for the Event Listener differed from the time zone Kofax Capture databases, the date and time of batch export or deletion was not always reported accurately. (592436)

## Dashboard Not Updated After Changes to Event Listener Credentials

If you change the login credentials for the Event Listener while batches are still being processed, the session data for those batches is not reflected on the dashboard viewer. (592199)

## High Number of Records Caused Error in Viewer

An error occurred if you attempted to display some Operations Overview or Historic Queue when the number of results for the date range was too high to fit in the Viewer. (587268)

## Process Latency, Queue Time Not Tracked for a Deleted Batch

The process latency and queue time were not tracked for a deleted batch. (586926)

## Date Range Filter Adjustment Required

When using the Batch Search, the Search Results sometimes excluded some rejected or error batches if the default date range was used. (582331)

## Manual Plan Activation Required After Network Outage

If a network outage occurred during execution of an hourly or other data plan, the plan did not automatically recover. (561716)

## Issue Resolved in Kofax Analytics for Capture 1.2.0.2 R2

This section lists the issue that was resolved in Kofax Analytics for Capture 1.2.0.2 R2 (or Kofax Analytics for Capture 1.2.0, Fix Pack 2 R2).

### Entries Left in InstantQueue Table After Delete Query Failed

The Event Listener left entries in the InstantQueue table after the delete query failed once, due to a deadlock. (633217)

## Issues Resolved in Kofax Analytics for Capture 1.2.0.2

This section lists the issues that were resolved in Kofax Analytics for Capture 1.2.0.2 (or Kofax Analytics for Capture 1.2.0, Fix Pack 2).

### Document Merge Event Details Were Confusing

On the Batch Events list, the "Page is separated" event associated with the document merge event was confusing. (619064)

The following details now appear on the Batch Events list when two documents are merged: old and new values related to a "Document is merged" event (instead of the "Page is separated" event).

### Unsaved Batch Filter Selections Cleared

Unsaved batch class filter selections were cleared after 1 minute, even if the selection process was not finished. (619058)

The default refresh interval for filters has increased to 5 minutes. As a result, it may take up to 5 minutes for new data items to appear in the dashboard filters.

### Newly Created Bookmarks Stopped Working

Bookmarks stopped working the day after they were created. (618754)

### Event Listener Impacted Kofax Capture Database

The Event Listener was impacting the Kofax Capture database with finalization queries to check if a batch was deleted. (613936)



## Non-Breaking Spaces Displayed Incorrectly

A non-breaking space appeared as "&nbsp;" on the record grid for some locales. (613578)

## Scheduled Dates Were Incorrect

Scheduled dates were incorrect after data processing plans were set up. (613542)

## Nightly Plans Were Duplicated

The Nightly execution plan was duplicated; as a result, two plans ran at the same time. (612097)

## Error After Filter Link Clicked

An error occurred if you clicked the Filter link on the Operator Benchmark view. (611030)

## Entry Fields Not Disabled

The User Name and Password fields on the Insight data sources screen were not disabled if Windows Authentication was selected. (610735)

## Field Length Discrepancy

The Operator field length in the translation table differed from the User name field length in the Kofax Capture database. (610245)

## Windows Authentication Could Not Be Used for Project Databases

Windows Authentication could not be used for project databases. (609983)

## Export to Excel: Value Incorrect for Interval Metric

When Export to Excel was used, the value for the Interval metric was incorrect. (609873)

## Batch Class Filter Display Setting Ignored

When the Batch Class filter in Insight Studio was set to display 1000 batches, only 100 items appeared. (609844)

## Merged Document Reported as Deleted

A merged document appeared as "Deleted" on the Batch Events list for the Batch History. (609616)

## Quality Metric Data Update Generated Error

The following error was generated for the hourly Quality metric update, and the manual "Load Quality Metric Data Now" update: (609573)

```
System.Data.SqlClient.SqlException (0x80131904): Invalid object name
'#FinishedDocumentLastReviewTime'
```

## Exception in Event Listener Log

The Event Listener log included the following exception (608573):

An item with the same key has already been added.

## Change Events Mistakenly Reported

Change events were mistakenly reported during batch export. (607648)

## Batch Events Were Incorrect for Operator Benchmark

Batch Events associated with the Operator Benchmark view were not correct. (606202)

## List Size Too Small for Batch Class Filtering

The list size was too small for Batch Class filtering. (605674)

## Delay Occurred if Multiple Event Listeners Stopped

An extra delay occurred if more than one Event Listener went down simultaneously, or in a short amount of time. (605644)

## Extra Hash Key Resets Caused by Slow Query Results

When the Event Listener was down, slow query results could cause extra resets for hash keys. (597072)

## Event Listener Key Rehash Locked Database

An Event Listener key rehash locked the database, making Event Listeners unavailable during batch reload. (594957)

## Insert Errors Caused by Lengthy Field Values

Field values exceeding the maximum length caused Insert errors. (562679)

**Note** This fix was originally delivered with Kofax Analytics for Capture 1.2, and then reopened to add improvements.

## Issues Resolved in Kofax Analytics for Capture 1.2.0.1

This section lists the issues that were resolved in Kofax Analytics for Capture 1.2.0.1 (or Kofax Analytics for Capture 1.2.0, Fix Pack 1).

## Too Many Sessions of Same Batch Cause Event Listener to Fail

The Event Listener failed if it received an excessive number of sessions for the same batch. (626705)

## Extraction View Displayed Data for Only One Field

The Extraction view included details and statistics for only one field. (593261)

## Some Flags Calculated Incorrectly in First Batch Session

Some flags for validated, changed, or recognized fields were calculated incorrectly in the first batch session. (592756)

## Batch Search Produced Inaccurate Document List

After a batch split, the batch search produced an inaccurate list of documents. (592701)

## Parent Batch Lost Reference to Child Batch

After a batch split, the parent batch lost its reference to the child batch if the Event Listener became unresponsive. (592642)

## Finished Batches Were Orphaned

Finished batches were "orphaned" if an Event Listener problem occurred before they were deleted from the tblQueue table. (592203)

## Fields Marked Incorrectly

Fields were incorrectly marked as changed, and incorrect or invalid. (591786)

## Entire Event Listener Session Loaded into Memory

When creating or finalizing a session, the Event Listener loaded the entire session into memory at once. (589833)

## Wrong Workflow Agent Version Listed

The Workflow Agent Manager in Kofax Capture listed the wrong Kofax Analytics for Capture Workflow Agent version. (589340)

## Workflow Agent Errors Caused Log File Issues

Events were missing if Workflow Agent errors occurred while writing to the log file. (589162)

## Empty Session Records Led to Backlog in Staging Database

Empty session records caused the Event Listener to stop processing data, which created a backlog in the staging database. (588724)

## Same Value for Session.EndTime Was Problematic

Sessions with the same Session.EndTime value created the potential for processing out of order. (586984)

## Status, Station ID Columns Inaccurate on Batch History

On the Batch History, the Status and Station ID columns were not accurate. (583838)

## Session Data Not Sent Due to Empty Value in Batch Properties

An empty value in Batch Properties prevented session data from being sent to the Workflow Agent. (578070)

## Batch Overview Queues Incorrect for DOXiS

The Batch Overview was not showing the correct processing queues for DOXiS4 Capture and DOXiS Inbound Center. (578004)

## Documents Excluded from Batch Events List

The Batch Events List excluded documents that were created after a batch split. (570486)

## Chapter 3

# Known Issues

This section describes issues that you may encounter while using Kofax Analytics for Capture. Workarounds are provided, as applicable.

## Event Listener Fails to Accept Unusually High Number of Cached Documents and Fields

The Event Listener may fail to accept session data consisting of an unusually high number of documents and fields that are cached as a result of Workflow Agent exception handling. This situation may occur if the actual content length for the session data exceeds the configured maximum value (in bytes) for the Event Listener `requestFiltering` property in `web.config`. (663418)

**Workaround:** In `web.config`, modify the server's `requestFiltering` property for the Event Listener only:

```
<system.webServer>
  <modules runAllManagedModulesForAllRequests="true" />
  <directoryBrowse enabled="true" />
  <security>
    <requestFiltering>
      <requestLimits maxAllowedContentLength="1073741824" />
    </requestFiltering>
  </security>
</system.webServer>
```

## Retry Issues on Oracle Server

Kofax Insight supports the ability to perform retries after a database connection failure. In an Oracle Server environment, the following issues may occur:

- If attempts to run execution plans fail after the defined maximum of retries (such as 10) in Insight Studio, the maximum is ignored and the attempts continue indefinitely. (662816)
- If execution plans fail, the recovery does not occur. (662810)

**Workaround:** Start Insight Studio and navigate to **Data sources > Data DB > Property panel > Other**. Change the "Tries count" value to 1 and save the change.

## Configuration File Not Current After Upgrade

If you upgrade to Kofax Analytics for Capture 1.2.1 from version 1.2.0, the Workflow Agent configuration file (KA4CConfig.xml) is not automatically updated. For example, elements added to the configuration file since version 1.2.0 are not listed with their default values. (662501)

**Workaround:** After the upgrade, start the Kofax Capture Administration module. On the Analytics tab, click **Configure URL** to open the Kofax Analytics for Capture window. Once you click **OK** from that window, the configuration file is updated to include the new elements with their default values.

## Split Document Listed as Merged on Batch Overview

If you split a document in Kofax Capture, the Document Overview on the dashboard indicates that the newly created document was merged (Merged value is True). Also, on the Batch Overview, the split document incorrectly appears in red, which indicates deletion. On the Separations view, the details for the split document are accurately represented. (662493)

## Expanded Search Box for Filter Field

On the Field Extraction Benchmark view, the Filter Field selection box includes the ability to search for a specific value. If you attempt to type a value into the search entry box, it may expand unexpectedly as you type. (657280)

**Workaround:** Clear the browser cache and then resume the search for the Filter Field value.

## 'No Filter' Causes Shift in Date Range

On the dashboard, if you use the global calendar control to filter by date range, the "To" date shifts by one day (previous day) each time you select or clear "No filter" on the "Select your time" window. (657209)

## Error After Workflow Agent Removed

If you uninstall the Workflow Agent provided with version 1.2.1, and then reinstall the Workflow Agent for version 1.2.0, the following error may appear in Batch Manager (657155):

```
The following custom components cannot be found or are not registered with Kofax Capture: KofaxAnalytics.CaptureSetupWfa
```

**Workaround:** Before uninstalling the Workflow Agent for version 1.2.1, execute the following commands.

Add .NET Framework version 4 to the path variable:

```
SET PATH=%PATH%;%SystemRoot%\Microsoft.NET\Framework\v4.0.30319
```

### Unregister DLLs:

```
C:\Program Files (x86)\Kofax\CaptureSS\ServLib\Bin>regasm Kofax.Analytics.Capture.Setup.dll /u  
C:\Program Files (x86)\Kofax\CaptureSS\ServLib\Bin>regasm  
Kofax.Analytics.Capture.WorkflowAgent.Setup.dll /u
```

## Kofax Capture Errors Appear During Workflow Agent Removal

If you uninstall the Workflow Agent from a computer where Windows Server 2008 is running, Kofax Capture errors may appear. In this situation, the Workflow Agent is removed successfully, and you can ignore the errors. (652562)

## Alerts Error After Upgrade

The following alert service error may occur after the upgrade to Kofax Analytics for Capture 1.2.1. (652289)

```
2015-10-08 10:05:08,718 [42] ERROR - Alert service error  
AltoSoft.Insight.Common.UnknownSessionException: The project components has been changed. You  
need to relogin.  
    at WcfDataService.Code.DocumentProvider.GetProjectStorageHolder(Guid projectId,  
ProjectDefinition projectDefinition)  
    at WcfDataService.Code.DocumentProvider.GetHolder(ComponentToken token, User& currentUser)  
    at WcfDataService.Code.AlertsDistribution.Threads.BaseAlertsService.ProcessAlerts(DateTime  
now)
```

**Workaround:** Restart IIS on the computer where Kofax Insight is installed.

## Insight Admin Settings Unavailable from Safari

If you attempt to use Safari to access the Roles settings in Insight Admin, the browser may become unresponsive. (649710)

**Workaround:** Use a browser other than Safari to access Insight Admin settings.

## Field Changes Not Reflected in Extraction Views

When Kofax Analytics for Capture 1.2.1 is used with an earlier version of the Workflow Agent, some changes made to fields in the Validation module are not reflected in data that appears in the following Quality views: Extraction, Extraction Chart, and Field Extraction Benchmark. (646455)

**Workaround:** Upgrade the Workflow Agent and use the version provided with Kofax Analytics for Capture 1.2.1. See "Install the Workflow Agent" in the *Administrator's Guide*. for important considerations related to the Workflow Agent upgrade.

## Report Not Listed on Dashboard

The Classification versus Review report sometimes does not appear on the Reports menu, even though the rights to view it are set correctly. This issue may occur if rights are still active for the deprecated version of the report. (646293)

**Workaround:** Use Insight Admin to remove rights for the deprecated report. Select Roles, and on both the "View rights" and "Studio rights" tabs, navigate to **K AFC12 > Views > Reports** and make sure that Classification versus Review (Deprecated) is not selected. Save the settings before you exit Insight Admin.

## Public Report Listed as Private

After the upgrade to Kofax Analytics for Capture 1.2.1, the Classification versus Review report may be listed as Private in the Roles settings for the Insight Admin tool. The Private setting does not impact your ability to access the report, which is actually Public. (646138)

## Issues After Oracle Database Password Expiration Warning Appears

When Oracle database user account passwords are about to expire, a warning is issued each time you log in. Until the passwords are updated, you may see the following error after execution plans fail to run as scheduled (613539):

```
Can't open connection to database. Connection request timed out.
```

**Workaround:** Update the database passwords, and then rerun the execution plans. As another option, run the plans under another account that uses current database passwords.

## Viewer Unresponsive During Daylight Savings Time Change

The Viewer may become unresponsive if it is open during the change to (or from) Daylight Savings Time. In this situation, the Viewer is closed unexpectedly. (585684)

**Workaround:** Run `iisreset` to restart the Insight server, and then log in and resume processing as usual.

## Module Value Blank After Upgrade from Version 1.1

Following an upgrade to Kofax Analytics for Capture 1.2 from version 1.1, some values may be blank in the Module column in the Batch Events list on the Batch Overview. The blank values are seen only for



batches processed before the upgrade; for batches processed after the upgrade, the Module values in the Batch Events list are populated as expected. (585625)

## Entry Field Requires Current Version of Internet Explorer

When using Internet Explorer to access the Data Processing settings on the Kofax Analytics for Capture Admin tab, you may not be able to enter a value in the Days field, which is used to manually delete field data records from the HistoryOfFields table. This issue occurs if the most recent version of Internet Explorer is not installed. (585420)

**Workaround:** Upgrade to the latest version of Internet Explorer, or use another browser such as Mozilla Firefox or Google Chrome to access the Data Processing settings on the Kofax Analytics for Capture Admin tab.

## User Interface Item Not Translated to German

If your installation is localized for German, the text "powered by altosoft" appears in English on the dashboard. (584085)

## After Second Timeout, Last State of Batch Values Not Updated

On the Batch Overview, the values in the Last State of Batch group are updated if a batch resumes processing following a timeout. However, if a subsequent timeout occurs, not all values in the Last State of Batch group are updated. (584077)

**Workaround:** If you expect to keep batches in the system for an extended period of time (for example, beyond 30 days), avoid the issue by increasing the threshold for Timeout events. Update the threshold value (in seconds) for UnfinishedBatchTimeLimit in Web.config, which is typically located here:

```
c:\Program Files\KFX Web Agent\Web.config
```

## Document Overview Appears Unexpectedly

If you open a Batch Overview and select the corresponding Document Overview, the same Document Overview appears when you select another Batch Overview. (582598)

## Field Extraction Benchmark Data Inconsistency

On the Field Extraction Benchmark view, the pie chart data may not exactly match the data shown on the table. (582516)

**Workaround:** Press F5 to refresh the data.

## Filter Affects Subsequent Batch, Document Search

On the Batch Search and Document Search screens, you can apply a filter. If you apply a filter for the initial search, the same filter remains in effect for subsequent Batch or Document searches. (582333)

**Workaround:** Use the Clear button on the Search screen to remove the existing filter, and then click Set to apply a new filter.

## Labels Overlap on Chart

On the Trending and Stats view, the labels under the Average Queue by Module chart sometimes overlap and become unreadable. (582332)

## Unexpected Batch Search Results

The Batch Search may not produce the expected results if the impact of the global date range filter and the date range in the search criteria is not taken into account. (582330)

**Workaround:** Be sure to consider the global date range filter and the date range in the Batch Search criteria, because they are both used to produce the list of results. Keep in mind that when the global date range is set to "No filter," data for the past three months from the current date is displayed by default.

## Batch History: Error Text Section Not Clearly Identified

If you use the History button on the Batch Overview to view the batch history, the error text section is not clearly distinguished from the current filter setting. (579508)

## Inconsistency on Field Extraction Benchmark

After upgrading to Kofax Analytics for Capture 1.2.1, the Number of Documents on the Field Extraction Benchmark view may not match the data in the pie chart. For example, the pie chart may not show any documents, even though the Number of Documents may be listed as 10. (579502)

## Angle Brackets Invalid for Kofax Capture User Names

If angle brackets are included as part of an operator's Kofax Capture user name, the name may appear to be blank on the Labor - Operator Time view, or on other views where the operator name is displayed. (572034)

**Workaround:** In Kofax Capture, define the operator's user name without using angle brackets.

## Error After Downgrading Workflow Agent

After you install the Event Sender (Workflow Agent) included in Kofax Analytics for Capture 1.2.1, an error may occur in the following situation: (570827)

- You uninstall the version 1.2.1 Workflow Agent.
- You reinstall an earlier version of the Workflow Agent and then attempt to start the Kofax Capture Administration module.

This error appears:

The following custom components cannot be found or are not registered with Kofax Capture:

`KofaxAnalytics.CaptureSetupWfa`

**Workaround:** To prevent the error, unassign the version 1.2.1 Workflow Agent from all Kofax Capture batch classes before you uninstall it.

Then, uninstall the version 1.2.1 Workflow Agent using a Command Prompt window (instead of the Programs and Features utility):

1. Use "Run as administrator" to open a Command Prompt window.
2. Navigate to `KofaxCaptureEventSender.msi` and run the installer.
3. When the installer appears, click **Next** to advance to the Program Maintenance screen and select **Remove**.
4. Click **Next** to proceed with removal of the Workflow Agent.

## Intermittent Unknown Error

In Altosoft Insight, an "Unknown error" message appears intermittently after email settings are saved. (570405)

**Workaround:** Click **OK** to clear the error, which does not interfere with processing.

## Change Ratio to Average Column Empty After Upgrade

If you upgrade to Kofax Analytics for Capture 1.2.1 from version 1.1.1, existing data for the Change Ratio to Average column on the Operator Performance view is not carried forward. However, data collection for the Change Ratio to Average column does work properly subsequent to the upgrade. (567147)

This issue does not occur if you upgrade to Kofax Analytics for Capture 1.2.0 from version 1.1.

## Chart Label Inconsistency

If the X-axis labels on the following charts are set to rotate 270 degrees, the rotation is not maintained as the number of labels increases to 15-20, or more. (565652)

- Operations - Overview: "Batches by Batch Class" chart
- Operations - Breakdowns: "by Batch Class" chart

## Connection Test Fails If Database Doesn't Exist

On the Create New Project window in the Insight Admin tool, the Connect test fails if the database does not yet exist on the server. The Connect button is intended to test the connection to the server, and the existence of the database should not affect the results. (552028)

## Operator Time View: Refresh Overrides Selection

On the Operator Time view, if you select only Batch Manager in the User Session Time section, the times for other modules are filtered out. However, after the view is refreshed automatically, the times for all modules are displayed again. (355026)

## Data Not Refreshed After Partial Batch Export

If Partial Batch Export is in effect and pages are rejected, the data associated with the successfully exported pages is not reflected in the Quality - Extraction view on the Dashboard. Once the rejected pages are corrected, processed, and exported, the Quality - Extraction view is successfully updated with the data for the entire batch. (284889)

## Potential Web Vulnerabilities Detected

Potential web vulnerabilities are detected when you run security scans in Altosoft Designer and Viewer. (8042)

**Workaround:** You can significantly reduce the risk of web vulnerabilities by applying Windows updates on a timely basis.